

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE:	CUSTOMER SERVICE SPECIALIST I/II/III
CLASS CODE:	I - 6560 II - 6561 III - 6562
FLSA STATUS:	NON-EXEMPT
SUPERVISORY STATUS:	I - NONE II - NONE III - LEAD
EFFECTIVE DATE:	06/14/2008
DEPARTMENT:	RECORDER

JOB SUMMARY

Performs specialized customer service duties as needed to assist the public and various agencies in accessing public records. Monitors accuracy of indexes in the County database. Assists in producing the parcel abstract.

CLASS CHARACTERISTICS

Customer Service Specialist I: Works under close to general supervision of an Administrative Supervisor - Recorder in performing duties at the entry or training level or in performing routine tasks that are less complex or detailed than those performed at the full performance level.

Customer Service Specialist II: This full performance level works under general supervision of an Administrative Supervisor - Recorder in performing duties of considerable difficulty that involve some independent judgement.

Customer Service Specialist III: Works under general supervision of an Administrative Specialist - Recorder in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

ESSENTIAL FUNCTIONS

Assists the public in person and on the telephone with questions pertaining to plats, deeds, military records, tax liens, court actions, etc.; researches and obtains access to identified records; ensures accuracy of assigned serial numbers; receives and receipts payment for delivery of copied documents including certified copies; monitors customer accounts to ensure proper and timely payments; provides general instruction to the public regarding methods, processes and procedures for accessing records via the internet.

Assists in processing and preparing new subdivision maps for entry into County database; copies and scans maps into the records management system for web-based access; prepares and distributes subdivision, annexation and street dedication maps as they become recorded with the County; ensures delivery of map documents to cities, utility companies, etc.

Performs general cashiering duties; accepts and receipts payment for copied documents; monitors cash drawer; performs daily balancing functions to properly transfer over-the-counter revenues.

Participates in preparation of annual tax sales; identifies proper parcels in plat books, copies parcel information for proper posting; updates plat books to reflect current parcel ownership

Prepares documents to be abstracted by checking all legal descriptions as well as entry numbers within the documents; assigns tax serial numbers; verifies information added by Mappers.

ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Type letters, agendas, and correspondence; transcribe meeting minutes.

Performs minor maintenance on specialized equipment; contacts service providers as needed; maintains an inventory of toner, paper, etc.

KNOWLEDGE, SKILLS, AND ABILITIES

Customer Service Specialist I:

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task.

Customer Service Specialist II:

In addition to the knowledge, skills, and abilities listed above:

Working Knowledge of: Processes and laws related to land ownership records.

Skill in: Using various software programs and specialized copy equipment unique to Utah County and/or the Recorder's Office.

Ability to: Understand broad objectives and follow general instructions.

Customer Service Specialist III:

In addition to the knowledge, skills, and abilities listed above:

Considerable Knowledge of: Recorder's Office Policies and Procedures and laws, codes, or regulations relevant to work performed; specialized copy equipment in order to problem solve and train others in its use.

Skill in: Basic bookkeeping.

Ability to: Train and lead others.

PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops, uses tools or equipment requiring a high degree of dexterity; works for sustained periods of time maintaining concentrated attention to detail; lifts or otherwise moves objects weighing up to 20 pounds.

Occasionally: Lifts or otherwise moves objects weighing up to 40 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room. Work requires frequent contact with the public which exposes the incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

EDUCATION AND EXPERIENCE

Customer Service Specialist I: High school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Customer Service Specialist II: High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

CLASS TITLE: CUSTOMER SERVICE SPECIALIST I/II/III
CLASS CODE: I - 6560 II - 6561 III - 6562
PAGE 3

Customer Service Specialist III: High school diploma or equivalent and five (5) years of general clerical support work experience of which two years are directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.